

# APPENDIX C:

## FCC Minimum Federal Standards Matrix

Please see the following table for a point-by-point explanation of how we meet and/or exceed each of the minimum federal standards. Please note, we have included information regarding Captioned Telephone (CTS) standards.

| FCC Minimum Standard                                    | Applies to:   | Compliant | Sprint's Approach   |
|---|---|-----------|---|
| CA Training<br>47 C.F.R. § 64.604(a)(1)(i)              | TRS, STS, CTS, IP CTS, IP Relay   | Exceeds   | Sprint offers a comprehensive training program designed to offer the best quality to all relay users. Sprint's 2-3 week program includes training on Diversified Culture, compliance with regulatory requirements, & the operation of Sprint's systems.   |
| CA Skills<br>47 C.F.R. § 64.604(a)(1)(ii)               | TRS, STS, CTS, IP CTS, IP Relay (Partially waived for CTS, IP CTS)        | Exceeds   | Sprint ensures all CAs are skilled in typing, grammar, spelling, & interpretation of typewritten ASL (as applicable), familiar with hearing & speech disability culture, language, & etiquette; & have clear & articulate voice communication skills.   |
| CA Typing<br>47 C.F.R. § 64.604(a)(1)(iii)              | TRS, STS, CTS, IP CTS, IP Relay (Waived/partially waived for CTS, IP CTS) | Exceeds   | Sprint's CAs type &/or transcribe conversations at a rate greater than 60 words per minute. CA testing is conducted at least quarterly.   |
| VRS CA Qualifications<br>47 C.F.R. § 64.604(a)(1)(iv)   | VRS   | N/A       | This requirement is not applicable to the services being offered.   |
| Call Takeover<br>47 C.F.R. § 64.604(a)(1)(v)            | TRS, STS, CTS, IP CTS, IP Relay   | Exceeds   | As a general rule, Sprint allows CA takeovers only when necessary. Sprint's CAs stay with any given call for a minimum of 10 or 20 minutes, as defined by the FCC.  |
| Gender Preference<br>47 C.F.R. § 64.604(a)(1)(vi)       | TRS, STS, IP Relay (Waived for CTS, IP CTS)                               | Meets     | Sprint makes its best efforts to accommodate its customers' requests regarding the gender of the CA handling their calls — both at call initiation &/or call takeover.  |
| Real Time<br>47 C.F.R. § 64.604(a)(1)(vii)              | TRS, STS, CTS, IP CTS, IP Relay   | Meets     | Sprint's sophisticated software enables real-time communication for all Relay users.  |
| STS Voice Mute Option<br>47 C.F.R. § 64.604(a)(1)(viii) | STS (Waived for TRS, IP Relay, CTS, IP CTS)                               | Meets     | Sprint offers STS users the option to mute their voice so the other party to the call will hear only the CA & will not hear the STS user's voice.   |
| Confidentiality Rule<br>47 C.F.R. § 64.604(a)(2)(i)     | TRS, STS, CTS, IP CTS, IP Relay   | Meets     | Sprint has systematic & operational processes intended to prevent disclosure of call content &/or Customer Proprietary Network Info (CPNI), except as authorized by 47 U.S.C. § 605. STS CAs may retain info from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. |
| Conversation Content<br>47 C.F.R. § 64.604(a)(2)(ii)    | TRS, STS, CTS, IP CTS, IP Relay   | Meets     | Sprint bars its CAs from intentionally altering the conversations they relay, except to the extent necessary to: (i) translate ASL calls to conversational English; (ii) facilitate STS calls without interfering with the independence of the user; or (iii) necessary to provide info to emergency responders.            |
| Sequential Calls<br>47 C.F.R. § 64.604(a)(3)(i)         | TRS, STS, IP Relay (Waived for CTS, IP CTS)                               | Meets     | Sprint CAs do not refuse single or sequential calls.  |
| Call Length<br>47 C.F.R. § 64.604(a)(3)(i)              | TRS, STS, CTS, IP CTS, IP Relay   | Meets     | Sprint never limits the length of a Relay call.   |
| Types of Calls<br>47 C.F.R. § 64.604(a)(3)(ii)          | TRS, STS, CTS, IP CTS, IP Relay   | Meets     | Except to the extent the requirements are waived, not permitted, or as the FCC determines that it is not technologically feasible to do so, Sprint services are capable of handling any type of call normally provided by telecommunications carriers.  |
| Credit Authorization<br>47 C.F.R. § 64.604(a)(3)(iii)   | TRS, STS, CTS (Waived for IP CTS, IP Relay)                               | Meets     | Sprint understands it is permitted to decline a call if the user cannot pay or because a credit authorization for toll calls is denied.   |
| Pay Per Calls<br>47 C.F.R. § 64.604(a)(3)(iv)           | TRS, STS, CTS (Waived for IP CTS, IP Relay)                               | Exceeds   | Sprint processes pay per calling for TRS & CapTel users with blocks available via the Customer Profile.   |

| <b>FCC Minimum Standard</b>   | <b>Applies to:</b>                                   | <b>Compliant</b> | <b>Sprint's Approach</b>   |
|---|--|------------------|--|
| Call Combinations<br>47 C.F.R. § 64.604(a)(3)(v)                          | TRS (Partially waived for CTS, IP CTS, IP Relay)     | Meets            | Sprint's Relay services support all mandatory FCC call types.  |
| Call Release<br>47 C.F.R. § 64.604(a)(3)(vi)(1)                           | TRS (Waived for CTS, IP CTS, IP Relay)               | Meets            | Sprint provides TTY-TTY call set-up which allows the CA to set-up the call & drop off the line, if not needed to facilitate conversation.  |
| Speed Dial<br>47 C.F.R. § 64.604(a)(3)(vi)(2)                             | TRS, STS, CTS, IP Relay (Waived for IP Relay)        | Meets            | Sprint's TRS/CTS speed dial is available with a Customer Profile. CapTel users can select 3 speed dial buttons & a phone book for contacts.  |
| Three-Way Calling<br>47 C.F.R. § 64.604(a)(3)(vi)(3)                      | TRS, STS, CTS, IP Relay (Waived for IP CTS)          | Meets            | Sprint supports LEC-based three-way calling for its customers.   |
| Interactive Menus & Voicemail<br>47 C.F.R. § 64.604(a)(3)(vii)/(viii)     | TRS, STS, CTS, IP CTS, IP Relay                      | Exceeds          | Sprint electronically captures recordings & makes interactive recordings & voicemail/ answering machines available to Relay customers. Sprint supports Sprint IP Text Mail so Sprint IP users can receive voicemail messages via email, when unable to answer.   |
| Emergency Calls for TTY-based providers<br>47 C.F.R. § 64.604(a)(4)       | TRS, STS (N/A for CTS, IP CTS, IP Relay)             | Meets            | Sprint automatically & immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP) which is capable of dispatching emergency services.   |
| STS Called Numbers<br>47 C.F.R. § 64.604(a)(5)                            | STS (N/A for TRS, CTS, IP CTS, IP Relay)             | Exceeds          | Sprint allows STS users to register a Customer Profile which includes Speed Dial & other enhancements.   |
| Privacy Screens<br>47 C.F.R. § 64.604(a)(6)                               | VRS  | N/A              | This requirement is not applicable to the services being offered.  |
| International Calls Non-reimbursable<br>47 C.F.R. § 64.604(a)(7)          | VRS, IP Relay (N/A for TRS, STS CTS, or IP CTS)      | N/A              | This requirement is not applicable to the services being offered. Sprint IP has procedures in place to prohibit international usage.   |
| ASCII & Baudot<br>47 C.F.R. § 64.604(b)(1)                                | TRS, STS (Waived for CTS, IP CTS) (N/A for IP Relay) | Exceeds          | Sprint's TRS (TTY) platform supports all communication modes generally in use including Baudot (domestic & international), ASCII, Turbo Code, & Enhanced Turbo Code (E-Turbo).   |
| Speed of Answer & Blockage<br>47 C.F.R. § 64.604(b)(2)                    | TRS, STS, CTS, IP CTS, IP Relay                      | Exceeds          | Sprint Relay answers at least 85 percent of all calls on a daily basis within 10 seconds, including abandons. Sprint's systems exceed the P.01 standard.   |
| Equal Access to Interexchange Carriers (IXCs)<br>47 C.F.R. § 64.604(b)(3) | TRS, STS, CTS (Waived for IP CTS, IP Relay)          | Exceeds          | Except to the extent the requirements are waived, Sprint's TRS & CTS platforms support the billing & rating of toll calls through other carriers.  |
| TRS Facilities<br>47 C.F.R. § 64.604(b)(4)                                | TRS, STS, CTS, IP CTS, IP Relay                      | Meets            | Sprint provides mandated services 24/7 using redundant facilities functionally.  |
| Technology<br>47 C.F.R. § 64.604(b)(5)                                    | TRS, STS, CTS, IP CTS, IP Relay                      | Exceeds          | Sprint exceeds the minimum mandatory services & routinely upgrades its products to increase functional equivalency.  |
| Caller ID<br>47 C.F.R. § 64.604(b)(6)                                     | TRS, STS, CTS, IP CTS, IP Relay                      | Meets            | Sprint provides Caller ID. If not blocked by the customer, the number of the calling party is transmitted.   |
| STS 711 Calls<br>47 C.F.R. § 64.604(b)(7)                                 | TRS, STS (N/A to CTS, IP CTS, or IP Relay)           | Exceeds          | Sprint offers multiple solutions to meet this requirement include: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to a STS CA. Sprint offers a wireless short code to STS for Sprint wireless users. Sprint's 711 Interactive Voice Response (IVR) allows connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS. |
| Consumer Complaint Logs & Procedures<br>47 C.F.R. §                       | TRS, STS, CTS, IP CTS, IP Relay                      | Meets            | Sprint maintains 24/7 Customer Service & logs all complaints received. Sprint provides the State a summary that meets FCC standards.   |

| FCC Minimum Standard   | Applies to:                                | Compliant | Sprint's Approach  |
|--|--|-----------|--|
| 64.604(c)(1)   |  |           |  |
| Contact Persons<br>47 C.F.R. §<br>64.604(c)(2)                     | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint's point of contact for complaints is Customer Service at:<br>Sprint Relay Customer Service<br>PO Box 29230<br>Shawnee Mission, KS 66201-9230<br>800-676-3777 (English)<br>800-676-4290 (Spanish)<br>877-787-1989 (Speech to Speech)<br>877-877-3291 (Fax)   |
| Public Access to Information<br>47 C.F.R. §<br>64.604(c)(3)        | TRS, STS, CTS, IP<br>CTS, IP Relay         | Exceeds   | Sprint provides innovative Outreach services through state programs. The FCC does not allow IP Relay providers to include the cost of outreach in their yearly costs. Sprint continues to publicize the availability of IP services through promo materials, on-line marketing, & public service announcements. (Sprint does not include the cost of these activities in its yearly cost submissions to the FCC).                      |
| Rates<br>47 C.F.R. §<br>64.604(c)(4)                               | TRS, STS, CTS, IP<br>CTS, IP Relay         | Exceeds   | Sprint ensures TRS/CTS users, who rely on Sprint's Relay platforms to establish billing for toll calls, are charged no more than traditional phone users.  |
| Cost Information & Data Submission<br>47 C.F.R. §<br>64.604(c)(5)  | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint contributes to the Interstate TRS Fund & submits the required cost data to the FCC & to the Fund administrator to receive reimbursement.  |
| Whistleblower Notice<br>47 C.F.R. §<br>64.604(c)(5)(M)             | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint has provided copies of the whistleblower protections to all of its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.   |
| Complaint Resolution<br>47 C.F.R. §<br>64.604(c)(6)                | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint supports timely & effective complaint resolution.   |
| Treatment of Customer Information<br>47 C.F.R. §<br>64.604(c)(7)   | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint does not use Customer Profile data for any purpose other than to process calls & will not sell, distribute, share, or reveal the profile data unless compelled by law. During State Relay transitions, Sprint does provide Customer Profile data at least 60 days prior to transition in usable format.   |
| No Incentives to Use IP CTS<br>47 C.F.R. §<br>64.604(c)(8)         | IP CTS (N/A to TRS, STS, CTS, or IP Relay) | Meets     | Sprint does not offer incentives to IP CTS users directly/indirectly. Sprint prohibits incentives to hearing health professionals & does not have joint marketing arrangements with any hearing health professional.   |
| IP CTS Registration & Certification<br>47 C.F.R. §<br>64.604(c)(9) | IP CTS (N/A to TRS, STS, CTS, or IP Relay) | Meets     | Sprint complies with the final FCC rule requiring the collection of each new customer's name, address, telephone number, date of birth, & last 4 of SSN. Sprint collects a separate, self-certification for all new IP CTS users. Sprint maintains registration & certification records for at least 5 years after service ceases, & does not disclose registration & certification information, except as required by law/regulation. |
| IP CTS Default Settings<br>47 C.F.R. §<br>64.604(c)(10)            | IP CTS (N/A to TRS, STS, CTS, or IP Relay) | Meets     | Sprint's default setting for the IP CapTel phone is to have captions on.   |
| IP CTS Equipment Fee & Label<br>47 C.F.R. §<br>64.604(c)(11)       | IP CTS (N/A to TRS, STS, CTS, or IP Relay) | Meets     | Portions of this requirement were struck down at the conclusion of the DC Circuit Court ruling on Sorenson v FCC & no longer applies. Sprint fully complies with the remainders of the order to provide a warning label on all IP CTS equipment & software.  |
| TRS calls requiring multiple CAs 47 C.F.R. §<br>64.604(c)(14)      | TRS, STS, CTS, IP<br>CTS, IP Relay         | Meets     | Sprint complies for VCO-VCO calls between multiple captioned telephone relay service users, IP CTS/CTS users & IP CTS users; CTS/IP CTS users & TTY users; CTS/IP CTS users & VRS users.   |

| <b>FCC Minimum Standard</b>                             | <b>Applies to:</b>                         | <b>Compliant</b> | <b>Sprint's Approach</b>  |
|---|--|------------------|---|
| IP Emergency calling requirements<br>47 C.F.R. § 64.605 | IP CTS, IP Relay (N/A to TRS, STS, or CTS) | Meets            | Sprint's emergency calling service is in full compliance with the FCC's rules. For Sprint IP, Sprint handles & routes emergency calls to the applicable PSAP; immediately attempts to re-establish contact in the event of disconnection; automatically places 911 calls at the front of call queues; & obtains registered location info from its users. For IP CTS calls, Sprint provides captioning for emergency calls, & the customer's underlying carrier handles call routing & delivery to/from the PSAP. Sprint provides its users with methods of updating their registered locations. |
| Internet-based TRS Registration<br>47 C.F.R. § 64.611   | IP Relay (N/A to TRS, STS, CTS, or IP CTS) | Meets            | Sprint provides IP users the ability to register Sprint as their default provider. Sprint assigns 10-digit local numbers, routes, & delivers inbound & outbound calls. Sprint updates the TRS Numbering Directory for users who select Sprint as their default IP provider, as required under the FCC. Sprint complies with all porting requirements. Sprint's promo materials include advisories for E911, processes for obtaining a number, number portability, & updating location information.  |

# **APPENDIX D:**

## **TRS and STS Training Outlines**

## Training

### *Communications Assistant (CA) Training*

Sprint Accessibility knows a well-trained CA has the skills and tools to provide the best customer experience. The education and continued development of all CAs is an investment. Sprint Accessibility's training has evolved over 26 years in the relay industry, however, Sprint Accessibility's commitment to quality service has never wavered. Sprint Accessibility's reputation as a TRS provider within the deaf, hard of hearing, DeafBlind, speech-disabled communities, and the general public comes from our CAs' commitment to providing quality service.

Training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and handling relay calls. Training does not stop after the initial push. Employees continue to receive regular ongoing training to improve their skills and knowledge. Ongoing training and Quality Assurance programs are used as incentives to encourage competition between individual CAs and call centers and encourage continued industry-leading quality.

Sprint Accessibility listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint does not develop training and consumer education programs for the TRS in isolation. Sprint Accessibility contracts with members of the deaf, hard of hearing, and DeafBlind communities and individuals with a speech disability to jointly develop and present training for TRS. This is an important Sprint Accessibility advantage. Sprint Accessibility provides ongoing training to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to Puerto Rico. Sprint Accessibility welcomes feedback from Puerto Rico and its end-users.

During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent and the CA's role in the Relay process. Training is provided on various levels of English/Spanish/ASL during initial training and throughout employment. In order to successfully complete initial training, the CA must demonstrate competent skills to translate calls as requested. When training is complete, a CA continues to be evaluated on translation skills through individualized monthly surveys.

Relay trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 percent or better before being allowed to complete training and process Relay calls.

Sprint Accessibility incorporates various instructional methods to enhance the trainee's ability to learn:

- ◆ Lectures
- ◆ Visual graphics
- ◆ Flow charts
- ◆ Videos
- ◆ Role-play scenarios
- ◆ Simulated on-line call handling
- ◆ Observation of live-call handling

Our policies and standards manual has been developed over the past 26 years. Sprint stresses the importance of all Relay policies and procedures at the interview/selection process and continues through initial and ongoing training and is currently being utilized and available for the Sate to review.

An outline of these expectations is provided in the following table. This list is not meant to be a complete source and is subject to change. Please note, CapTel information has been provided in this list.

| POLICY AND PROCEDURE TOPICS |   |   |
|-----------------------------|---|---|
| Orientation                 | <ul style="list-style-type: none"> <li>◆ Welcome and Introductions</li> <li>◆ Introduction to Each Other</li> <li>◆ Sprint (or Vendor Company)</li> <li>◆ Sprint Values</li> <li>◆ Sprint Corp Overview</li> <li>◆ History of Sprint Corporation</li> <li>◆ Local Telecommunications</li> <li>◆ Wireless</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Internet Services</li> <li>◆ Product Distribution</li> <li>◆ The Sprint Campus (if applicable)</li> <li>◆ Telecommunications Relay Service</li> <li>◆ What is Relay?</li> <li>◆ Relay Agent Training</li> <li>◆ Relay - Connect to Your Future Video</li> <li>◆ Observation Guidelines</li> <li>◆ How a Call Reaches Sprint Relay</li> </ul>   |
| Connecting to Relay         | <ul style="list-style-type: none"> <li>◆ The Role of a Relay Agent</li> <li>◆ Connecting to Relay</li> <li>◆ 711</li> <li>◆ Dedicated Toll-Free Numbers</li> <li>◆ Equipment</li> <li>◆ TTY</li> <li>◆ TTY Basics</li> <li>◆ TTY Etiquette</li> <li>◆ Closing a Conversation</li> <li>◆ Agent Responsibility</li> <li>◆ Call Set Up</li> <li>◆ Call Closing</li> <li>◆ TTY to Voice Closing a Conversation</li> <li>◆ Operator Role Closure</li> <li>◆ Operator Close Protocol Guide:</li> <li>◆ Disallowed Calls</li> <li>◆ Glossary of Abbreviations &amp; Terms</li> <li>◆ TTY Practice Session</li> <li>◆ Auto-Corrected Abbreviations</li> <li>◆ Standard Abbreviations</li> <li>◆ Typing Variations</li> <li>◆ Internet Characters</li> <li>◆ Non-Baudot Supported Characters</li> <li>◆ Verbatim - Style</li> <li>◆ Contraction Spelling</li> <li>◆ Punctuation</li> <li>◆ Agent/Operator Role</li> <li>◆ SKSK</li> <li>◆ Background Noises while TTY user is Typing</li> <li>◆ Typing Monetary Units</li> <li>◆ 711</li> <li>◆ TTY Garble During Typing</li> <li>◆ XXX to Correct Typing Error</li> <li>◆ Other Communication Devices</li> <li>◆ Data Transmission Speed</li> <li>◆ Turbo Code</li> <li>◆ Turbo Code Interrupt</li> <li>◆ Enhanced Turbo Dial Thru - (ETurbo)</li> <li>◆ Disable Turbo Code Mode</li> </ul> | <ul style="list-style-type: none"> <li>◆ Sprint IP user connects to Agent but wants Customer Service</li> <li>◆ Sprint IP Two Line VCO</li> <li>◆ Fed IP Relay</li> <li>◆ Fed IP Relay call processing</li> <li>◆ Fed IP Relay Reporting</li> <li>◆ Fed IP Relay variations</li> <li>◆ Sprint/Fed IP Relay International Calling</li> <li>◆ Sprint/Fed IP Variations</li> <li>◆ Sprint/Fed IP Fast Busy</li> <li>◆ Sprint/Fed IP 2-Line VCO</li> <li>◆ Sprint/Fed IP Conversation Lag Time</li> <li>◆ Sprint/Fed IP Interrupts</li> <li>◆ Voice Mail Greeting</li> <li>◆ Cellular &amp; Wireless Phones</li> <li>◆ Video Relay Service</li> <li>◆ Devices &amp; Pagers</li> <li>◆ TTY Public Payphone</li> <li>◆ Sprint National Relay</li> <li>◆ Sprint International</li> <li>◆ Inbound international calling</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Outbound International calling</li> <li>◆ Transfer Menu</li> <li>◆ Reseller call processing</li> <li>◆ CapTel</li> <li>◆ Relay-CapTel</li> <li>◆ CapTel-Relay</li> <li>◆ CapTel Transfers</li> <li>◆ Dedicated State CapTel Transfer</li> <li>◆ Alternate Languages</li> <li>◆ Spanish Language Customer Service</li> <li>◆ Relay Caller ID</li> <li>◆ True Caller ID</li> <li>◆ Per Call Block</li> <li>◆ Per Line Block</li> <li>◆ Permanent Call Blocking</li> <li>◆ Caller ID Blocking - True Caller ID</li> <li>◆ Connecting Variations</li> </ul> |



| POLICY AND PROCEDURE TOPICS    |  |   |
|--------------------------------|--|---|
|                                | <ul style="list-style-type: none"> <li>◆ American Standard Code Information Interchange (ASCII)</li> <li>◆ ASCII Interrupts</li> <li>◆ Sprint IP - Internet Relay</li> <li>◆ Sprint IP call processing</li> <li>◆ Internet Relay variations</li> <li>◆ 'GA' is optional</li> <li>◆ Sprint IP Standard Svc Explanation</li> <li>◆ Text Flow</li> <li>◆ Interruptions without garble</li> <li>◆ Conversational flow</li> <li>◆ ASL Emoticons – Text Message Abbreviations</li> <li>◆ IP Acronyms</li> <li>◆ Sprint IP Variations</li> <li>◆ 911 Emergency Calls</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Misdialed Relay Phrase</li> <li>◆ Dialed 711 Instead of 911</li> <li>◆ 711 Spanish</li> <li>◆ Request for Relay Numbers</li> <li>◆ Cellular/Wireless problem reaching 711</li> <li>◆ 611/811 (LEC Service Access)</li> <li>◆ 700</li> <li>◆ 900 Numbers &amp; Call Processing</li> <li>◆ Correctional Facility/Prison Calls</li> <li>◆ Use of Relay through Correctional Facilities: Correctional Facility Call Processing, Relay Abuse</li> <li>◆ Spanish &amp; French Language Service</li> <li>◆ International calling restrictions</li> <li>◆ Info Digit list</li> </ul>   |
| Overview of System & Equipment | <ul style="list-style-type: none"> <li>◆ System Overview</li> <li>◆ Login/Logout</li> <li>◆ Agent Profile</li> <li>◆ Clicking the Mouse</li> <li>◆ Dragging/Dropping</li> <li>◆ Copy/Paste</li> <li>◆ Drop Down Boxes</li> <li>◆ Lists</li> <li>◆ Radio Button</li> <li>◆ Scroll Bars</li> <li>◆ Sliders</li> <li>◆ Tables</li> <li>◆ Accessing a Program</li> <li>◆ Screen Displays</li> <li>◆ Call Handling Screen</li> <li>◆ Title Bar</li> <li>◆ Banner</li> <li>◆ Conversation Area</li> <li>◆ Disconnect Message Status</li> <li>◆ Color Scheme</li> <li>◆ Agent Text Transmission</li> <li>◆ Cancel Key</li> <li>◆ Information Bar</li> <li>◆ Profile</li> <li>◆ Help</li> <li>◆ Call Type</li> </ul> | <ul style="list-style-type: none"> <li>◆ Dial Window</li> <li>◆ Scratch Pad</li> <li>◆ Transfer Panel</li> <li>◆ Headset Panel</li> <li>◆ Status Bar</li> <li>◆ Record Feature</li> <li>◆ Function Keys</li> <li>◆ Block</li> <li>◆ Ctrl-Switch</li> <li>◆ Switch</li> <li>◆ The Keyboard</li> <li>◆ Alpha Keys</li> <li>◆ Call Handling Keys</li> <li>◆ Numeric Keys</li> <li>◆ Cursor Movement Keys</li> <li>◆ Arrow Keys</li> <li>◆ Backspace</li> <li>◆ Error Correction Function</li> <li>◆ Single Word Edit Function</li> <li>◆ Word Substitution Feature</li> <li>◆ Macros Table</li> <li>◆ Ctrl-Function Keys</li> <li>◆ Glossary of Telephony Terms</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> <li>◆ Standard Abbreviations</li> </ul> |
| Phone Image (Tone of Voice)    | <ul style="list-style-type: none"> <li>◆ Professional Phone Image</li> <li>◆ How phone image is created</li> <li>◆ Provide warm &amp; friendly greeting</li> <li>◆ Conversational Tone</li> <li>◆ Voice Inflection</li> <li>◆ Audibility &amp; breath control</li> <li>◆ Pitch</li> <li>◆ Quality</li> <li>◆ Operator Role</li> <li>◆ Relay Role</li> <li>◆ Relay Skills</li> <li>◆ Conversational Flow</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Voice Person Speaking in Third Person</li> <li>◆ Pacing the Voice Customer</li> <li>◆ Brief pacing phrases</li> <li>◆ Repeating information</li> <li>◆ Voice Customer does not say "GA"</li> <li>◆ Handling Interruptions</li> <li>◆ Voice Tone</li> <li>◆ How Phone Image is Created</li> <li>◆ Why Conversational Tone?</li> <li>◆ Transparency, Caller Control &amp; Confidentiality</li> <li>◆ Rudeness</li> <li>◆ Create an Exceptional Customer Experience</li> </ul>  |

| POLICY AND PROCEDURE TOPICS   |  |  |
|---|--|--|
|   | <ul style="list-style-type: none"> <li>◆ Staying focused</li> <li>◆ Listening skills</li> <li>◆ Customer service skill</li> <li>◆ Coping skills</li> <li>◆ Phrases</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Announce</li> <li>◆ Closing</li> <li>◆ Suggested Redirect Phrases</li> <li>◆ Transparency &amp; Caller Control</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> </ul>   |
| TTY-Voice & Voice-TTY   | <ul style="list-style-type: none"> <li>◆ TTY to Voice Introduction</li> <li>◆ Connecting to outbound customer</li> <li>◆ Announcement</li> <li>◆ Explanation of service</li> <li>◆ Deaf or Hard-of-Hearing Explanation</li> <li>◆ International Announcement</li> <li>◆ TTY-Voice Procedures</li> <li>◆ TTY-Voice Specific Person Request</li> <li>◆ Variations Specific Person Request</li> <li>◆ TTY-Voice Answered TTY</li> <li>◆ Voice Person Not Available</li> <li>◆ TTY-TTY Call Release</li> <li>◆ TTY-Voice Answer TTY (TTY-TTY)</li> <li>◆ TTY-TTY Specific Person Request</li> <li>◆ TTY-Voice No Answer</li> <li>◆ Types of Busy Signals</li> <li>◆ Redialing</li> </ul> | <ul style="list-style-type: none"> <li>◆ TTY-Voice Busy Signals</li> <li>◆ Regional 800</li> <li>◆ Voice-TTY</li> <li>◆ Voice-TTY Introduction</li> <li>◆ Connecting to the outbound customer</li> <li>◆ Voice Greeting</li> <li>◆ Voice call progress</li> <li>◆ Announcement</li> <li>◆ Voice-TTY call (Hearing Person Answer)</li> <li>◆ Explanation of service</li> <li>◆ Voice-TTY Procedures</li> <li>◆ Voice-TTY Specific Person Request</li> <li>◆ Voice-TTY Answered Voice</li> <li>◆ Voice-TTY No Answer</li> <li>◆ Voice-TTY Busy Signal</li> </ul> |
| Branding  | <ul style="list-style-type: none"> <li>◆ Inbound Answer Type Branding</li> <li>◆ Database Branding</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Branding procedures</li> </ul>  |
| Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR) | <ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Recording Feature</li> <li>◆ Information Line Recording (TTY/ Voice)</li> <li>◆ Touch Tone Dialing</li> <li>◆ Using Touch Tones (TTY/Voice)</li> <li>◆ Audio text interaction</li> <li>◆ Variations for Recordings</li> <li>◆ Record Feature Tips</li> <li>◆ TTY-Voice Recordings</li> <li>◆ TTY-Voice Recording Information</li> <li>◆ TTY-Voice Answering Machine</li> <li>◆ Variations: Answering Machine/ Recording/Pagers</li> <li>◆ Voice Mail Retrieval</li> </ul>   | <ul style="list-style-type: none"> <li>◆ AMR</li> <li>◆ TTY-Voice Pager/Beeper (known)</li> <li>◆ TTY-Voice Pager/Beeper (unknown)</li> <li>◆ Voice-TTY Pager</li> <li>◆ Voice-TTY Answering Machine</li> <li>◆ Other Recording Variations</li> <li>◆ Voice Mail System</li> <li>◆ Privacy Manager/Call Intercept</li> <li>◆ Automatic Redial System Recordings</li> <li>◆ Switchboards</li> <li>◆ Redialing Voicemail through Switchboard</li> <li>◆ TTY-Voice Asking for Specific Person</li> <li>◆ Live person On Answering Machine Redial</li> </ul>       |
| VCO (Voice Carry-Over)  | <ul style="list-style-type: none"> <li>◆ VCO Introduction</li> <li>◆ VCO Announcement</li> <li>◆ VCO Service Explanation</li> <li>◆ VCO Equipment</li> <li>◆ Non-Branded VCO</li> <li>◆ Branded VCO</li> <li>◆ VCO No Answer</li> <li>◆ VCO Busy</li> <li>◆ VCO Privacy</li> <li>◆ VCO Answering Machine</li> <li>◆ Voice-VCO Answered TTY</li> <li>◆ Voice-VCO Answered VCO</li> <li>◆ Two-Line VCO (2LVCO) Intro</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Reverse 2LVCO Intro</li> <li>◆ Reverse 2LVCO Procedure</li> <li>◆ VCO Variations</li> <li>◆ VCO comes in Voice Line</li> <li>◆ 2LVCO Conference Calls</li> <li>◆ VCO Requests Relay to give Relay #</li> <li>◆ VCO Privacy while leaving message</li> <li>◆ VCO Voice Mail Retrieval</li> <li>◆ 2LVCO Voice Mail Retrieval</li> <li>◆ VCO Types and Voices</li> <li>◆ Inbound Customer Requests VCO/HCO</li> <li>◆ VCO Requests CA gives name in notes</li> <li>◆ 2LVCO Procedure</li> </ul>                          |
| Billing   | <ul style="list-style-type: none"> <li>◆ Introduction</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Inbound tells wrong #</li> </ul>  |

| POLICY AND PROCEDURE TOPICS   |   |  |
|-------------------------------|---|--|
|                               | <ul style="list-style-type: none"> <li>◆ Local call description</li> <li>◆ Paid by Inbound</li> <li>◆ Toll-Free Calls</li> <li>◆ Calls that Cannot Be Processed</li> <li>◆ Specific Person Request</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Agent dials wrong #</li> <li>◆ Marine</li> <li>◆ Roaming Feature</li> <li>◆ Restricted Roaming</li> <li>◆ Unrestricted Roaming</li> </ul>   |
| HCO<br>(Hearing Carry-Over)   | <ul style="list-style-type: none"> <li>◆ HCO Intro</li> <li>◆ HCO Announcement</li> <li>◆ HCO Service Explanation</li> <li>◆ People with speech disabilities "S"</li> <li>◆ Non-Branded HCO</li> <li>◆ Branded HCO</li> <li>◆ HCO with Privacy</li> <li>◆ HCO No Answer</li> <li>◆ HCO Busy</li> <li>◆ HCO-Voice Answering Machine</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Voice-HCO Answered</li> <li>◆ Voice-HCO Answered TTY (1) (2)</li> <li>◆ Voice-HCO recorded message answers</li> <li>◆ 2LHCO Intro</li> <li>◆ Two-Line HCO Procedure</li> <li>◆ Reverse Two-Line HCO</li> <li>◆ HCO Variations</li> <li>◆ Inbound requests VCO/HCO</li> <li>◆ HCO User Requests to Speak</li> </ul>  |
| Customer Database             | <ul style="list-style-type: none"> <li>◆ Enhanced Customer Database Profile</li> <li>◆ Household Profile</li> <li>◆ Edit Household Profile</li> <li>◆ Navigating Customer Database</li> <li>◆ Household Profile Panels</li> <li>◆ Frequently Dialed Numbers</li> <li>◆ Preferences</li> <li>◆ Restrictions</li> <li>◆ Blocked</li> <li>◆ Emergency Numbers</li> <li>◆ STS</li> <li>◆ STS Messages</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Customer Profile Introduction</li> <li>◆ Use/Edit/New/Delete Customer Profile</li> <li>◆ Verify Customer Password for Agent</li> <li>◆ Verify Customer Password – CSR Only</li> <li>◆ Customer Profile Panels</li> <li>◆ Personal Information</li> <li>◆ Notes</li> <li>◆ Frequently Dialed #s</li> <li>◆ Emergency #s</li> <li>◆ STS</li> <li>◆ STS Messages</li> <li>◆ Database Profile Macros</li> </ul>               |
| Directory Assistance<br>(DA)  | <ul style="list-style-type: none"> <li>◆ DA Intro</li> <li>◆ Interstate DA</li> <li>◆ Intrastate DA</li> <li>◆ Automated DA</li> <li>◆ DA City &amp; State Given; Area Code Unknown</li> <li>◆ DA Variations</li> <li>◆ International Transfer Menu</li> <li>◆ Call Processing -- Calling Intl</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Call Processing -- Calling from International Number</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Answered Foreign Language</li> <li>◆ Transfer Menu</li> <li>◆ 900 # Call Processing</li> <li>◆ 211/311/511 Requests</li> </ul>   |
| Device-to-Device<br>Calls     | <ul style="list-style-type: none"> <li>◆ Device to Device Intro</li> <li>◆ Function Keys &amp; Banner Messages</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> <li>◆ VCO-VCO</li> <li>◆ TTY-HCO &amp; HCO-TTY</li> </ul>  | <ul style="list-style-type: none"> <li>◆ VCO-HCO &amp; HCO-VCO</li> <li>◆ HCO-HCO</li> <li>◆ Device to Device Variations</li> <li>◆ Alternate Call Type reaches recording</li> </ul>   |
| Call Processing<br>Variations | <ul style="list-style-type: none"> <li>◆ CA information</li> <li>◆ Area Code Only In From Number</li> <li>◆ Conversational Flow</li> <li>◆ Static or Poor Connection</li> <li>◆ Profanity towards Agent</li> <li>◆ Redialing</li> <li>◆ Young Children</li> <li>◆ Inbound Does Not Connect</li> <li>◆ Inbound ASCII</li> <li>◆ Tone Judgments</li> <li>◆ Repeating Information</li> <li>◆ Restricted Calls</li> <li>◆ Two calling from numbers</li> </ul> | <ul style="list-style-type: none"> <li>◆ Request for Length of Call</li> <li>◆ T-V Call &amp; V Requests Supervisor Call Backs for TTYs</li> <li>◆ Multiple Calls</li> <li>◆ Sensitive Topics</li> <li>◆ Suicide</li> <li>◆ Abuse</li> <li>◆ Illegal Calls</li> <li>◆ Answering Machines</li> <li>◆ Hangs Up Before Message Left</li> <li>◆ Do Not Type Recorded Messages</li> <li>◆ Answering Machine Full</li> <li>◆ Change Answering Machine Message</li> </ul> |

| POLICY AND PROCEDURE TOPICS |  |   |
|-----------------------------|--|---|
|                             | <ul style="list-style-type: none"> <li>◆ LEC Service Office</li> <li>◆ 611/811</li> <li>◆ Double Letters</li> <li>◆ Call Waiting Feature</li> <li>◆ Conference Calls</li> <li>◆ Party Line Calls</li> <li>◆ Three-Way Calling</li> <li>◆ Hard of hearing customer Answers TTY Line</li> <li>◆ Spanish Calls to Spanish Speaking Agents</li> <li>◆ Request for Alternate Language</li> <li>◆ Caller Types in Alternate Language</li> <li>◆ Voice Customer Hangs Up During Call</li> <li>◆ Variable Time Stamp</li> <li>◆ Customer Misdialed Phrase</li> <li>◆ TTY Customer Hangs Up During Call</li> <li>◆ Non Standard TTY Capability</li> <li>◆ Relaying Internet Characters</li> <li>◆ TTY User Does Not Type GA</li> <li>◆ Dispatch Calls – Pizza, Taxi, etc.</li> <li>◆ Customer Referral Guidelines</li> <li>◆ V-T Calls answered by Fax</li> <li>◆ Customer Requests</li> <li>◆ Holding for Inbound prior to out dial</li> <li>◆ Request for Company Information</li> <li>◆ Request for M/F Agent</li> <li>◆ Request Specific Agent</li> <li>◆ Agent Knows Customer</li> <li>◆ Request for Relay Number</li> <li>◆ Customer Requests to Call Relay Service</li> <li>◆ Request for Calling From Number</li> <li>◆ Request Telephone Number Referral</li> <li>◆ Request for Date/Time</li> <li>◆ User Requests Agent to Modify Call</li> </ul> | <ul style="list-style-type: none"> <li>◆ VCO Requests Leave Message 1st out dial</li> <li>◆ Leaving a Message V-TTY Ans V</li> <li>◆ Retrieving Messages from TTY V Answering Machine</li> <li>◆ TTY Screener</li> <li>◆ Request to Leave TTY Message on Answering Machine</li> <li>◆ Recordings</li> <li>◆ Regional 800</li> <li>◆ TTY Requests "Dial That Number"</li> <li>◆ Recording with Relay Option</li> <li>◆ Alternate Call Recording Reached</li> <li>◆ English/Spanish</li> <li>◆ Pound</li> <li>◆ Touch Tone Phone</li> <li>◆ Advertisements</li> <li>◆ Do Not Type Recordings</li> <li>◆ Get Live Person/Rep</li> <li>◆ Conversation Being Recorded</li> <li>◆ Dial Number from Recorded Announcement</li> <li>◆ VCO</li> <li>◆ Conference Calls</li> <li>◆ Leave Relay Number</li> <li>◆ Voice Mail Retrieval</li> <li>◆ VCO Types &amp; Voices</li> <li>◆ Prompting</li> <li>◆ Data Transmission Box</li> <li>◆ Prompting VCO on Hold</li> <li>◆ Requests VCO/HCO</li> <li>◆ HCO</li> <li>◆ Requests VCO/HCO</li> <li>◆ Alternate Call Type Recording</li> <li>◆ Bridge Left Open</li> </ul> |
| Call Take Over Procedures   | <ul style="list-style-type: none"> <li>◆ FCC Rule</li> <li>◆ Protocol &amp; process flow</li> <li>◆ TTY-Voice and Voice-TTY</li> <li>◆ ASCII</li> </ul>  | <ul style="list-style-type: none"> <li>◆ VCO</li> <li>◆ VCO-VCO</li> <li>◆ HCO</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> </ul>  |
| Customer Service            | <ul style="list-style-type: none"> <li>◆ Functions</li> <li>◆ Language Services</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Procedures</li> </ul>  |
| Transparency                | <ul style="list-style-type: none"> <li>◆ Non-Emergency Calls</li> <li>◆ Emergency Center Evacuation</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Network Failure</li> </ul>   |
| Emergency Call Procedures   | <ul style="list-style-type: none"> <li>◆ Emergency Calls Intro</li> <li>◆ Emergency Services</li> <li>◆ FCC Requirements</li> <li>◆ Emergency Call Processing</li> <li>◆ Emergency Reporting</li> <li>◆ TTY-Emergency</li> </ul>   | <ul style="list-style-type: none"> <li>◆ TTY-Emergency TTY Call Release</li> <li>◆ Internet-Emergency</li> <li>◆ Instant Messenger (IM) Emergency</li> <li>◆ Emergency Call Processing Variations</li> <li>◆ Emergency Form</li> <li>◆ Voice-Emergency</li> </ul>   |
| Federal Relay Service       | <ul style="list-style-type: none"> <li>◆ FedRelay Intro</li> <li>◆ FedRelay Announcement</li> <li>◆ FedRelay Service Explanation</li> <li>◆ FedRelay Procedures</li> <li>◆ FedRelay call types</li> </ul>  | <ul style="list-style-type: none"> <li>◆ FedRelay Confidentiality Policy</li> <li>◆ FedRelay Customer Information Requests</li> <li>◆ FedRelay Customer Contacts</li> <li>◆ FedRelay Reporting</li> </ul>   |

| POLICY AND PROCEDURE TOPICS         |  |   |
|-------------------------------------|--|---|
| STS (Speech-to-Speech)              | <ul style="list-style-type: none"> <li>◆ STS Introduction &amp; History</li> <li>◆ STS Description</li> <li>◆ Disabilities</li> <li>◆ Characteristics of STS users</li> <li>◆ Stereotypes</li> <li>◆ Clarifying Phrases</li> <li>◆ Phrases to Avoid</li> <li>◆ STS Phone Image</li> <li>◆ STS Agent Tools</li> <li>◆ Consistency</li> <li>◆ Patience</li> <li>◆ Ask Yes/No Questions</li> <li>◆ No Personal Conversation</li> <li>◆ Phrases</li> <li>◆ STS Alphabet</li> <li>◆ Transparency/Call Control/ Confidentiality</li> </ul> | <ul style="list-style-type: none"> <li>◆ Ways to Reduce/Streamline Notes</li> <li>◆ Standard Abbreviations (STS)</li> <li>◆ STS-Voice</li> <li>◆ Voice-STs</li> <li>◆ STS VCO-Voice</li> <li>◆ Voice-STs VCO (TTY answer)</li> <li>◆ Voice-STs VCO (VCO answer)</li> <li>◆ STS VCO -- 2 Line VCO</li> <li>◆ TTY-STs</li> <li>◆ STS-TTY</li> <li>◆ Non-branded HCO-STs</li> <li>◆ STS-HCO</li> <li>◆ STS Hold Message</li> <li>◆ STS Call Takeover</li> <li>◆ Confidentiality &amp; Transparency</li> <li>◆ Personal Conversations requests</li> <li>◆ STS Variations</li> </ul> |
| Healthy Detachment                  | <ul style="list-style-type: none"> <li>◆ Healthy Detachment Intro</li> <li>◆ Objectives</li> <li>◆ Survival Skills</li> <li>◆ Relay Traps</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Perception</li> <li>◆ Ways to Reduce Stress</li> <li>◆ Hospitality</li> <li>◆ Phrases</li> </ul>   |
| Healthy Relay                       | <ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Objectives</li> <li>◆ Ergonomics</li> <li>◆ Stretching Exercises</li> <li>◆ Agent Reinforcement</li> <li>◆ Ergonomic Review</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Setting up Workstation</li> <li>◆ GUAM - Get Up and Move</li> <li>◆ Ergonomic Relief</li> <li>◆ Slowing the Customer Down</li> <li>◆ Overtime</li> <li>◆ Relaxation</li> </ul>   |
| Adult Learner                       | <ul style="list-style-type: none"> <li>◆ Understanding the Needs of the Adult Learner</li> <li>◆ The Learning Continuum</li> <li>◆ Use of Different Modalities</li> <li>◆ Edgar Dale's Cone of Experience</li> <li>◆ Elements of Lesson Design</li> <li>◆ Focus</li> <li>◆ Objective &amp; Purpose</li> <li>◆ Input</li> <li>◆ Trust in Management</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Modeling</li> <li>◆ Checking For Understanding</li> <li>◆ Guided Practice</li> <li>◆ Independent Practice</li> <li>◆ Summary</li> <li>◆ Evaluation</li> <li>◆ How to Give Effective Instruction</li> <li>◆ Questioning Guidelines</li> <li>◆ Feedback - Training &amp; Coaching Technique</li> </ul>   |
| Assessing Performance               | <ul style="list-style-type: none"> <li>◆ The Assessment Process in Training</li> <li>◆ Assessment - What is involved?</li> <li>◆ Practice Time</li> <li>◆ Spelling Test</li> <li>◆ Written tests</li> <li>◆ Side by side evaluations</li> <li>◆ Typing</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Acceptable Time Frame</li> <li>◆ Acceptable Is Relative</li> <li>◆ Ways to "Coach"</li> <li>◆ Feedback</li> <li>◆ Maintain Self-esteem &amp; Motivate</li> <li>◆ Pass/Fail Guidelines</li> <li>◆ Introduce Assessment Form</li> <li>◆ Form Set-Up</li> </ul>   |
| Introduction to Diversified Culture | <ul style="list-style-type: none"> <li>◆ Introduction to Diversified Culture</li> <li>◆ Diversification</li> <li>◆ Who Uses Relay</li> <li>◆ Understanding Our Customer</li> <li>◆ Special Communication Needs</li> <li>◆ Pathological vs. Cultural View of Deafness</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Why is there Deaf Culture?</li> <li>◆ What Do You Know About Deafness</li> <li>◆ Myths About Deafness</li> <li>◆ Two Views of Deafness</li> <li>◆ Loudness Levels</li> <li>◆ Characteristics of Deafness</li> <li>◆ The Deaf Community</li> </ul>  |
| Deaf Heritage                       | <ul style="list-style-type: none"> <li>◆ History in Europe</li> </ul>  | <ul style="list-style-type: none"> <li>◆ Edward Miner Gallaudet</li> </ul>  |

| POLICY AND PROCEDURE TOPICS                         |  |   |
|---|--|---|
|   | <ul style="list-style-type: none"> <li>History in North America</li> <li>Alexander Graham Bell</li> </ul>  | <ul style="list-style-type: none"> <li>Oral/Combined Debate</li> <li>Timeline of Deaf History</li> </ul>  |
| The Deaf Community                                  | <ul style="list-style-type: none"> <li>Introduction to the Deaf Community</li> <li>National Association of the Deaf</li> <li>Contributions to Society</li> <li>Mainstreamed Schools</li> <li>Sign Language Interpreters</li> <li>Different Communication Systems</li> <li>Exposure to English</li> <li>DEAF President Now</li> <li>Attitude Changes toward the Deaf Community</li> </ul> | <ul style="list-style-type: none"> <li>American Athletic Association of the Deaf</li> <li>National Theatre of the Deaf</li> <li>Assistive Devices</li> <li>Gaining Acceptance in the Deaf Community</li> <li>Changes in the Deaf Community</li> <li>Working with a Sign Language Interpreter</li> <li>Interpreting Standards</li> <li>Equal Access</li> <li>Cochlear Implant Controversy</li> </ul> |
| ASL Pt. 1   | <ul style="list-style-type: none"> <li>What is ASL?</li> <li>History of ASL</li> <li>ASL Recognized as Language</li> </ul>   | <ul style="list-style-type: none"> <li>Rules of ASL</li> <li>Five Parameters of ASL</li> <li>English vs. ASL Idioms</li> </ul>  |
| ASL Pt. 2   | <ul style="list-style-type: none"> <li>Evolution of ASL</li> <li>ASL Syntax</li> </ul>   | <ul style="list-style-type: none"> <li>Translate ASL to English and Vice Versa</li> </ul>   |
| TTYPhony & TTY Courtesy                             | <ul style="list-style-type: none"> <li>First Teletypewriter</li> <li>Evolution &amp; History of the TTY</li> <li>Telecom Laws of Accessibility</li> </ul>  | <ul style="list-style-type: none"> <li>TTY Courtesy</li> <li>Development of Relay Service Market</li> </ul>   |
| Deaf Customers                                      | <ul style="list-style-type: none"> <li>Statistics from NIDCD</li> </ul>  | <ul style="list-style-type: none"> <li>Relaying for Deaf Customers</li> </ul>   |
| Hard of hearing & Late-Deafened Customers           | <ul style="list-style-type: none"> <li>Characteristics of Deaf Customers</li> <li>Assistive Devices for Deaf Customers</li> <li>Establishment of Assoc. of Late-Deafened Adults</li> </ul>   | <ul style="list-style-type: none"> <li>Establishment of Hearing Loss Association of America</li> <li>Deaf Seniors</li> <li>Military Veterans</li> <li>Relaying for Late-Deafened Customers</li> </ul>   |
| DeafBlind Customers                                 | <ul style="list-style-type: none"> <li>What Does DeafBlind Mean</li> <li>Assistive Devices for the DeafBlind</li> <li>Relaying for the DeafBlind</li> </ul>  | <ul style="list-style-type: none"> <li>DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine</li> </ul>   |
| Relaying for Speech/ Cognitively Disabled Customers | <ul style="list-style-type: none"> <li>Speech-Challenged Customers</li> <li>Assistive Devices</li> <li>Physically &amp;/or Cognitively Challenged Customers</li> </ul>   | <ul style="list-style-type: none"> <li>Traumatic Brain Injury</li> <li>Stroke</li> <li>Communication Related Effects</li> </ul>   |
| Relaying for Hearing Customers                      | <ul style="list-style-type: none"> <li>Statistics</li> </ul>   |   |
| Ethics & Confidentiality                            | <ul style="list-style-type: none"> <li>Interpreting Standards</li> <li>ADA &amp; FCC regulations for the Provision of TRS</li> <li>Regulations pertaining to call content</li> </ul>   | <ul style="list-style-type: none"> <li>TRS Rules – Operator Standards</li> <li>Relay Center Agreement Regarding Confidential Customer Info</li> </ul>   |

### ***On-Going Quality Focus Skill Training***

Continuous skill training is the cornerstone of Sprint's training program. Core relay processing skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops skills training programs and on-going training labs to ensure skills are maintained and remain consistent with basic relay training. Refresher training is provided on correct relay procedures including system navigation, standard procedures, professionalism, and ethics. Depending upon the complexity of the training a decision is made to determine the appropriate delivery. Our on-going skill training program includes:

- ◆ Quality Focus Skill training - monthly
- ◆ Diversified Culture Awareness training - monthly
- ◆ Customer Service Initiative – monthly
- ◆ Check for Understanding – monthly

♦ Grammar and Spelling Rules - bi-annual

*Quality Focus Skill Training topics from 2016/2017:*

|           |   |
|-----------|---|
| Jan 2016  | Dialing the correct number within 5 seconds   |
| Feb 2016  | Typing the Voice/TTY greeting verbatim, Announcement protocol including a prompt state-specific announcement/greeting used/ ID number given                             |
| Mar 2016  | Call processed according to procedures, specifically following Customer Note instructions   |
| Apr 2016  | State-specific announcements/greeting/ID given, Call closing protocol, Appropriate closing and macro for call type  |
| May 2016  | Specific person request announcements, Progress of call/Customer Informed   |
| Jun 2016  | Call transfer procedure, Adapting to call procedures changes as directed by the customer.   |
| Jul 2016  | Typing greeting verbatim, Typing message verbatim, Voicing the complete message   |
| Aug 2016  | Maintaining transparency maintained, Typing messages verbatim   |
| Sept 2016 | Dialing efficiency and protocol   |
| Oct 2016  | Typing/reading voice/device answer greetings verbatim, Call closing procedure, Relay mode closing protocol, Operator mode closing protocol                              |
| Nov 2016  | Changing call procedures as directed by customer, Appropriate macros use., Non-branded VCO call type setup  |
| Dec 2016  | Call type standard procedure, Modifying call procedure as directed by the customer, Transferring (711 customer request)   |
| Jan 2017  | Dialing the correct number within 5 seconds   |
| Feb 2017  | Determining familiarity with relay services, Call type appropriate service explanations, Appropriate macro use (EXPLAINING RELAY)?                                      |
| Mar 2017  | Following customer note and customer typed Instructions   |
| Apr 2017  | Announcement protocol including a prompt state-specific announcement/greeting used/ID number given, Call closing protocol, Appropriate closing and macro for call type. |
| May 2017  | Specific person announcement procedure  |
| Jun 2017  | Call transfer procedure, Adapting to call procedures changes as directed by the customer, 711 transfer compliance   |

***Ongoing Diversified Culture Awareness Training***

Training continues to bring focus to serving relay customers and disability awareness. Sprint provides additional training in Diversified Culture in conjunction with each state's local deaf, hard of hearing, Deafblind, late deafened, and speech-disabled communities to identify knowledgeable presenters to promote ongoing training. These resources, in coordination with trainers ensure all materials presented are appropriate to continuing to broaden employees' understanding and effectiveness. Sprint will utilize live presentations, videos, audio recordings, role-plays, group activities, written materials, and/or discussion groups to deliver ongoing Diversified Culture training. As a part of ongoing Diversified Culture Training, each employee is required annually to review the ethics and confidentiality requirements and sign an agreement of understanding.

*Diversified Culture Awareness Training topics from 2016/2017:*

|           |   |
|-----------|---|
| Jan 2016  | Diversified Culture-What's That? Diversification in Communication, Considerations, Who uses the relay service? Why is it important for us to understand our customers? Why is it important for us to recognize their special communication needs? |
| Feb 2016  | The History of Deafness   |
| Mar 2016  | Ways to Detach  |
| Apr 2016  | Deaf Nation Expo is...  |
| May 2016  | American Sign Language is..., CODA means...   |
| June 2016 | All About CapTel, How it works  |
| July 2016 | Baseball Signs originated from Sign Language  |
| Aug 2016  | Accessibility for All, Sprint corporate responsibility  |
| Sept 2016 | Diversity-Equality-Inclusion  |

|          |  |
|----------|--|
| Oct 2016 | Disability is Diversity, Stretches to do at your desk          |
| Nov 2016 | Disability Awareness   |
| Dec 2016 | Disability Advocacy  |
| Jan 2017 | View of a person's abilities                                   |
| Feb 2017 | Highlight: Edward Verne Roberts – American Disability Activist |
| Mar 2017 | Disability Awareness   |
| Apr 2017 | Parkinson's Awareness Month                                    |
| May 2017 | Limb Loss Awareness Month                                      |

*The following is an example of the monthly Quality Focus Check for Understanding from March 2017.*

### Check For Understanding Quality Focus March 2017

Please return to your supervisor by March 7, 2017.

Name \_\_\_\_\_ Supervisor \_\_\_\_\_

- 1) What is the first thing an agent should look at when a call comes to their station?  
\_\_\_\_\_
- 2) If a customer requests that the agent verifies the Calling To number before dialing out the agent should type or say something like, \_\_\_\_\_
- 3) The IP Call number to dial is entered by the inbound, therefore you DO NOT need to verify the Calling To number before outdialing on an IP call, even if it's in the Customer Notes to do so.  
TRUE FALSE
- 4) The record feature may be used on conference calls.  
TRUE FALSE
- 5) If the customer has TYPE RECORDINGS as a preference or instruction the agent should not transmit \_\_\_\_\_. This instruction indicates that the customers the agent to type the \_\_\_\_\_ recording.
- 6) If a device user requests that you do not announce relay, the agent should:
  - a) Not identify that this call is through a relay service or ask if the voice person has had a relay call before. |
  - b) Inform the customer they must answer the question (HOW WOULD YOU LIKE YOUR CALL ANNOUNCED Q) GA.
  - c) Inform the caller they are required to announce the call.
- 7) What is the purpose of the customer notes?
  - a) To assist the agent in processing the call how the customer prefers.
  - b) To annoy the operator.
  - c) To ensure the customer does not have to repeat their instructions before every call.
  - d) Both A and C.
- 8) When using <ALT .>, agents should send it:
  - a) Only once and then pause a few moments before sending it again.
  - b) Twice and then pause a few moments before sending it again.
  - c) As many times as they want since they are in the buffer and can be canceled when the phone is answered.

| TTY/ASL Refresher | Provide examples of how to relay the statements |
|-------------------|---|
| " TIME WHAT Q     |   |
| " GO PARTY YOU Q  |   |



**Customer Service Initiative (CSI) program:** A discussion of support techniques to enhance service for customers and an avenue for sharing relay agent peer to peer suggestions toward accomplishing superior service. 2016/2017 CSI topics are provided in the following table.

|                   |  |
|-------------------|--|
| <b>Jan 2016</b>   | Use of "Deaf/hard of hearing" and/or "internet service" in announcements.  |
| <b>Feb 2016</b>   | Outdial time, Inappropriate use, Veterans and hearing loss   |
| <b>April 2016</b> | Sprint IP go ahead, Keeping the caller informed, Facilitate communication  |
| <b>May 2016</b>   | Procedure for recordings, Chemotherapy and hearing loss  |
| <b>Jun 2016</b>   | Caller control, Keeping the caller informed, Announcements, FCC verbatim requirement, State requirement call customization request |
| <b>Jul 2016</b>   | Solicitation for agent process improvement suggestions, Caller control   |
| <b>Aug 2016</b>   | Call closure, Equal communication access   |
| <b>Sep 2016</b>   | Call processing reference information, Sprint Relay customer care, Speed of service recognition                                    |
| <b>Oct 2016</b>   | Brief service explanations, Call handling tips from agents   |
| <b>Nov 2016</b>   | Customer commendations, States and capitals review   |
| <b>Dec 2016</b>   | System enhancement prioritization  |
| <b>Jan 2017</b>   | Customer instructions, FCC call take over rule, Transparency   |
| <b>Mar 2017</b>   | Transparency, Caller control   |
| <b>Apr 2017</b>   | Customer notes, Operator/Relay mode, Call handling tips from agents  |
| <b>May 2017</b>   | Stress management  |

The following is an example of our bi-annual Grammar and Spelling Rules from 2016/2017.



**Homonyms** (also called homophones) are words that sound like one another but have different meanings. Some homonyms are spelled the same, like bark (the sound a dog makes) and bark (the outer layer of a tree trunk).

### I and Me Usage

|           | When to Use  | Example Sentence  | How to Test  |
|-----------|--|---|--|
| <b>I</b>  | When you're referring to the subject of a sentence or clause | Julia (subject) and I (subject) always go together.         | I <b>do</b> know if you should use "I" or "me" take the other pronoun out of the sentence and see if it still makes sense. |
| <b>Me</b> | When you're referring to the object of a sentence or clause  | Will you (subject) be coming with me (object) to the store? |  |

#### Examples:

**I**

1. Harry and I **me** went to the store.

Test: Me went to the store. (Incorrect!)

Test: I went to the store. (Correct!)

2. Jake invited Brian and I **me** over for dinner.

Test: Jake invited I over for dinner. (Incorrect!)

Test: Jake invited me over for dinner. (Correct!)

**Me**

1. Will you take my brother and I **me** to the movies?

Test: Will you take I to the movies? (Incorrect!)

Test: Will you take me to the movies? (Correct!)

2. Sam, Jennifer, and I **me** went to the beach.

Test: I/me went to the beach. (Incorrect!)

Test: I went to the beach. (Correct!)

### There, Their, and They're Usage

|                | When to Use  | How to Test  |
|----------------|--|--|
| <b>there</b>   | Naming a place, a thing, or the existence of something | If you can replace "there" with "here" you have it right!  |
| <b>their</b>   | Showing possession                                     | If you can substitute "their" with "our" you have it right!  |
| <b>they're</b> | Combining the words "they" and "are"                   | "I <b>they</b> " is a pronoun and "are" is the verb. If you can substitute "We are" you have it right! |

### Have and Has Usage

|                        | Singular      | Plural    | Hint   |
|------------------------|---------------|-----------|--|
| 1 <sup>st</sup> Person | I have        | we have   | "Have" and "has" are both present tense conjugations of the verb "to have", and we use "have" or "has" depending on the subject. If the subject is 3 <sup>rd</sup> person singular, then you use "has". All other subjects take on "have". |
| 2 <sup>nd</sup> Person | you have      | you have  |  |
| 3 <sup>rd</sup> Person | he/she/it has | they have |  |

### It's and Its Usage

|             | When to Use                                      | How to Test  | How to Test   |
|-------------|--|--|---|
| <b>It's</b> | When you're about to describe something          | Replace with "it is"   | If you can replace "it's" with "it is" you have it right! Otherwise do not use punctuation. |
| <b>Its</b>  | When you want to indicate ownership of something | Replace with another possessive adjective ("her," "his," "their") or "the" |   |

| Ten Common Spelling Rules   |  |   |
|---|--|---|
| Rule  | Examples   | Memorize  |
| <b>1. 'ie' or 'ei'</b><br>❶ Write <i>i</i> before <i>e</i> , except after <i>c</i> .<br>❷ Write <i>ie</i> after <i>c</i> for words with a <i>sh</i> sound.<br>❸ Write <i>ei</i> when the vowels sounds like an <i>e</i> as in 'weigh'.  | ❶ achieve, believe, friend receive, receipt, perceive<br>❷ ancient, efficient, sufficient, conscience<br>❸ neighbor, vein, reign, rein, deign  | Exceptions:<br>Words like counterfeit, either, neither, height, leisure, forfeit, foreign, science, species, seize, weird   |
| <b>2. 's' or 'es'</b><br>❶ Add <i>es</i> if a word ends in <i>ch</i> , <i>sh</i> , <i>ss</i> , <i>x</i> or <i>z</i> .<br>❷ Add <i>es</i> for most words ending in <i>o</i> .  | ❶ arch > arches, clash > clashes, class > classes, box > boxes, quiz > quizzes<br>❷ tomato > tomatoes, hero > heroes, go > goes, do > does, echo > echoes  | Exceptions:<br>Words like allos, duos, pianos, radios, solos, sopranos, studios, videos, typas  |
| <b>3. 'y' to 'i' or not</b><br>❶ For words ending in <i>y</i> preceded by a vowel, retain the <i>y</i> when adding <i>s</i> or a suffix.<br>❷ For words ending in <i>y</i> , retain the <i>y</i> when adding <i>ing</i> .<br>❸ For words ending in <i>y</i> , preceded by a consonant, change the <i>y</i> to <i>i</i> before any other suffix. | ❶ convey > conveys, employ > employer<br>❷ try > trying, justify > justifying, certify > certifying, study > studying<br>❸ try > tried, justify > justifies, certify > certifiable, mystify > mystified, laboratory > laboratories   | Exceptions:<br>Words like dryness, shyness  |
| <b>4. drop the final 'e'</b><br>❶ DROP the <i>e</i> when the suffix starts with a vowel.<br>❷ DROP the <i>e</i> when the word ends in <i>dge</i> .<br>❸ DROP the final <i>e</i> when adding <i>-ing</i> .   | ❶ save > saveable, use > usable<br>❷ judge > judgment<br>❸ save > saving, manage > managing, trace > tracing, emerge > emerging  | Exceptions:<br>DO NOT DROP the <i>e</i> if the word ends in <i>ce</i> or <i>ge</i> (e.g. manage > manageable, trace > traceable)  |
| <b>5. 't' or 'tt' when adding -ing, -ed and some suffixes to verbs</b><br>❶ DOUBLE the <i>t</i> for verbs of one syllable with a single vowel, or a short vowel sound.<br>❷ DOUBLE the <i>t</i> for verbs of more than one syllable when the stress is on the last syllable.  | ❶ rot > rotting, rotted, rotten<br>fit > fitting, fitted<br>knot > knotting, knotted<br>❷ abet > abetting, abetting<br>allot > allotting, allotted<br>commit > committing, committed<br>emit > emitting, emitted<br>forget > forgetting, forgotten (but forgetful)   | Exceptions:<br>DO NOT DOUBLE the <i>t</i> for verbs of one syllable with a double vowel or a long vowel sound (e.g. treat > treating, treated; greet > greeting, greeted)   |
| <b>6. 'r' or 'rr' when adding -ing, -ed and some suffixes to verbs</b><br>❶ DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a single vowel.<br>❷ DOUBLE the <i>r</i> for words of more than one syllable when the stress does not fall on the first syllable.  | ❶ star > staring, starred, starry<br>tar > tarring, tarred<br>war > warring, warred (but warfare)<br>scar > scarring, scared<br>stir > stirring, stirred<br>❷ concur > concurring, concurred, concurrence<br>occur > occurring, occurred, occurrence<br>defer > deferring, deferred, (but deference)<br>deter > deterring, deterring, deterrent<br>infer > inferring, inferred, (but inference)<br>prefer > preferred, preferring, (but preference)<br>refer > referred, referring, referral | Exceptions:<br>DO NOT DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a double vowel (e.g. fear > fearing, feared)<br>DO NOT DOUBLE the <i>r</i> for words of more than one syllable, when the stress falls on the first syllable (e.g. prosper > prospered, prospering) |
| <b>7. 'l' or 'll' when adding -ing, -ed and some suffixes to verbs</b> DOUBLE the <i>l</i> when it is preceded by a single vowel.   | cancel > cancelling, cancelled, cancellation<br>fulfil > fulfilling, fulfilled, fulfillment<br>level > levelling, levelled<br>travel > travelling, travelled, traveller/traveler   | Exceptions:<br>DO NOT DOUBLE the <i>l</i> when it is preceded by a double vowel (e.g. conceal > concealing, concealed)  |

## Staff Training

Our entire Accessibility team exists for our customers. Training on all aspects of ASL, deaf culture, the needs of hearing, speech and dual sensory impaired users, ethics and confidentiality is vital to our success. These topics and others help us to be able to meet and exceed customer expectations and requirements.

All Sprint employees are required to take ethics and confidentiality training. The Sprint Code of Conduct is applicable to Sprint employees and its controlled subsidiaries, the Sprint Board of Directors and anyone we authorize to act on Sprint's behalf. The Code establishes the basic foundation of Sprint's ethics by communicating our philosophy and commitment to all of our employees, customers, other stakeholders, and the communities in which we do business. The Sprint Code of Conduct outlines our ethical and legal responsibilities as employees, as well as our interactions with customers, competitors and suppliers. One of our most valuable assets is our

reputation for honesty and fairness, and our commitment to uphold this responsibility. The Code is a go-to resource when questions of legal or ethical appropriateness arise. We are bound by the Code and the specific operational policies of Sprint. Annual Code certification is required. Sprint also maintains an Ethics Helpline, a 24-hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct, such as fraud, sexual harassment, discrimination, or any illegal conduct in the workplace.

Sprint staff members are also required set annual corporate training and development goals. Individual performance is measured and tied to compensation. Ongoing Staff Development is also key to overall staff performance. Sprint's Accessibility Customer Solutions (ACS) group hosts an interactive meeting called the Sprint Accessibility Café. This monthly meeting is an opportunity for the Accessibility Team to share market and industry product updates. Presenters from outside the group and subject matter experts from the Relay industry also provide updates.

# **APPENDIX E:**

## **TRS Pledge of Confidentiality**

### **TRS Pledge of Confidentiality**

Sprint's reputation as an ethical company is the key to enabling us to be the preferred communications company – a place that delivers the best experiences for employees, end users, and state customers. Throughout initial and on-going training, communications assistants (CAs) receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality, based on Sprint's "Relay Center Code of Ethical Conduct" and "Principles of Business Conduct." CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation.

All Relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned during the course of relaying calls. In conjunction with signing Sprint's confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

Sprint strictly enforces confidentiality policies in the center, which includes the following:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On day one of training, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CAs receive three hours of training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned during the course of relaying calls.
- ◆ Breach of confidentiality may result in termination of employment.
- ◆ All Sprint Accessibility Centers have security key access.
- ◆ Visitors are not allowed in work areas.

### ***Sprint Code of Conduct***

The Sprint Code of Conduct describes the ethical and legal responsibilities of employees of Sprint and anyone we authorize to act on Sprint's behalf. Sprint and all TRS employees (including Communication Service for the Deaf [CSD] staff) are required to annually certify that they understand and will comply with the established code of conduct. The certification tool and process requires employees to affirm their understanding and compliance of Code of Conduct expectations regarding Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The section on Ethics includes a Helpline for employee resources allowing them to confidentially and safely seek advice or report compliance violations.

The Sprint Code of Conduct covers all the serious concerns of a whistleblower policy, which is intended to encourage and enable employees and others to raise questions/concerns and seek resolution. It is explicitly stated in the Sprint Code of Conduct all employees and others are obligated to report violations or suspected violations. Additionally, Sprint has an explicit retaliation policy in which an employee who retaliates against someone who has reported in good faith or assists in an investigation may be subject to corrective action up to and including termination. This information is contained within Sprint's Code of Conduct all employees are required to complete annually.

There is a TRS whistleblower protection notification posted at Sprint TRS call centers in accordance with FCC rules. CSD also obtains a signed acknowledgement of the receipt of the Whistleblower Policy from all employees upon hire, and annually thereafter.

### ***Training on Ethics***

Sprint Accessibility employees receive training on the appropriate protocol to protect relay users' privacy and how to prevent the unintentional disclosure of relay communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs may also role-play various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Examples of ethical issues and challenging circumstances are reviewed and discussed with CAs. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the Code to hypothetical situations. Trainees who do not pass these tests are not utilized as CAs.

Sprint's high-performance culture focuses on accountability, first and foremost, along with open communication and innovation. Within these traits, integrity and ethics are critical success factors. Amidst unprecedented change and technological advancement, acting with integrity is not just the right thing to do; it is the unwavering foundation for Sprint.

### ***Confidentiality***

Sprint Accessibility believes measures to ensure confidentiality are crucial to the success of TRS operations and has implemented procedural and environmental measures to safeguard customer and call information. Sprint has policies in place to protect users' confidentiality. These policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment, for violating ethical and confidentiality standards.

Sprint employees receive training on confidentiality and ethics. Employees are trained to understand why confidentiality is important, how to protect confidentiality, the appropriate protocol to protect relay users' privacy, how to prevent the unintentional disclosure of relay communications and the consequences of not following all confidentiality requirements. CAs are taught using various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Annually, all TRS call center staff receives re-training which includes items such as confidentiality, ethics, and inclusion and diversity. All CAs annually sign a confidentiality agreement to maintain confidentiality.

Confidentiality is reinforced through our CAs' participation in an interactive training program focusing on scenarios they are likely to encounter when relaying calls.

| Correct Ways to Protect Confidentiality  | Examples of Breaches of Confidentiality   |
|--|---|
| To make a generic comment about calls: "Boy – long calls really wear me out."  | Talking about the specific length of a call. For example, saying to another agent, "You know that call I took over for you? It lasted 84 minutes!"  |
| To share general observations about calls: Example, "I'm noticing a lot of HCO calls lately."  | Talking about specific callers. Example, "I relayed a call for Miss Deaf America." Or "I had that VCO user from Florida again this morning."  |
| It is appropriate to respond to a customer's comments with a brief "thank you" or something to that effect without elaboration. Maintain a professional and friendly image with customers. | The agent should never say to a customer: "I remember you from a previous call – how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay customers. |
| It is appropriate to discuss with a member of management technical or procedural components of a call. For   | It is not appropriate to discuss call content or conversations with others, ever.   |

| Correct Ways to Protect Confidentiality   | Examples of Breaches of Confidentiality   |
|---|---|
| example, to say you had problems placing a calling card call from a pay phone.                  |   |
| It is appropriate to call for a Supervisor to look at your screen for assistance with the call. | It is not appropriate to request assistance from the agent sitting next to you. |

All relay center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. These confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. The relay center Code of Ethics requires the following:

- ◆ Keep all TRS call-related information strictly confidential.
- ◆ Keep no records of customer information or content of any TRS call.
- ◆ Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- ◆ Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- ◆ Assure maximum customer control.
- ◆ Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the CA's terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment. Sprint takes the following steps to ensure Customer Profile information remains secure:

- ◆ Sprint does not modify a customer's record based on experience.
- ◆ All Customer Profile database entries contain time and date stamps and note the identification number of the CA who processed the request.
- ◆ Relay users register a username and password/PIN. Sprint also asks customers to register a security question and answer only known to them in case the username and password is lost or forgotten.
- ◆ Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

### ***Sprint Confidentiality Form***

|   |  |
|---|--|
| IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration: |  |
| <b>AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:</b>   |  |
| 1   | <b>ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.</b> I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.  |
| 2   | <b>NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.</b> I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use. |
| 3   | <b>NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR</b>  |



**THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.

4 **NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.

5 **TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**

6 **I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**

7 **ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

\_\_\_\_\_  
**EMPLOYEE SIGNATURE AND DATE**

\_\_\_\_\_  
**MANAGER/SUPERVISOR SIGNATURE AND DATE**

### ***Sprint Federal Confidentiality Form***

The Federal Relay provides a transparent link of telecommunication between typed/signed/voice (disabled) and voiced (non-disabled) messages. As part of the relay services organization all employees and subcontractors are bound to the following rules and regulations:

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the Federal Relay user.
- To assure maximum user control, the employee will be flexible in adapting to the caller's needs.
- Employees and subcontractors will strive to further competency in skill and knowledge through continued training, workshops and reading of current literature in the field.

#### **~ Employee and Subcontractor Role ~**

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.
- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.
- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1),(b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service (IRS). Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal relay contract, and further disclosure or any inspection of such return information for a purpose of to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine as much as \$5,000.00 or imprisonment for as long as 5 years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the employee or subcontractor in an amount not less than

\$1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7413 and set forth at 26 CFR Section 301.6103(n)-1.

- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C 552a. specifically, 5 U.S. C. 552a(l)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes, and Regulations.
- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

I have read and fully understand the Federal Relay Code of Ethical Behavior. I agree that failure to do so will lead to disciplinary action that may include termination. I agree to process calls in the manner required by the Federal Government as detailed in the Federal Relay contract. I agree to abide by this Code of Ethics even after my employment with Sprint and/or subcontractor ends.

\_\_\_\_\_  
Employee/Subcontractor Signature      Date

\_\_\_\_\_  
Supervisor Signature      Date

\_\_\_\_\_  
Company Name (Print or Type)

**Service Type** *(check one)*

\_\_\_\_\_ Captioned Telephone/CapTel

\_\_\_\_\_ Relay Conference Captioning/RCC

\_\_\_\_\_ Telecommunications Relay Service/TRS and/or Internet Relay (a.k.a. Federal IP Relay)

Note: All of Sprint's Employees and subcontractors working on this contract will be acquainted with the applicable portions of FIRMR, the Privacy Act of 1974, and the Freedom of Information Act, and implementing regulations and policies. The employees and subcontractors will also be given copies of the following criminal and civil disclosure and inspection penalties, in full text, IRC 7213, IRC 7213A, and IRC 7431.

# APPENDIX F:

## TRS Disaster Recovery Plan

### **TRS Disaster Recovery Plan**

Sprint offers emergency options and uninterruptible power that exceeds the State's minimum requirements by offering an end-to-end approach that is unmatched in the relay industry. Sprint has emergency operations and uninterruptible power systems (UPS) supporting relay call centers, the TRS switches (located at wireline switch sites). Sprint knows a large-scale loss of commercial power is one of the most critical factors impacting access to communication. We have proven programs to keep that from impacting relay services. TRS has UPS and generators to ensure relay users will continue to have access to the service in the event of power outages.

#### ***Call Center Power Solutions***

Sprint provides a cost effective solution with a UPS using a combination of standard battery backup and an auxiliary generator to provide uninterrupted power for an unlimited duration for key components.

- ◆ The switch peripherals
- ◆ Switch room environment, including: Air conditioning, if required to maintain service, fire suppression systems, emergency lights and system alarms
- ◆ CA consoles/ terminals
- ◆ CA work site emergency lights
- ◆ Call Detail Recording (CDR)

Sprint ensures the UPS system capacity is sufficient to operate the call center during busy season and busy hour load. Sprint has installed power-generating equipment capable of operating call centers for extended periods. In the event of a power outage, the UPS and back-up power generator ensure seamless power transition until normal power is restored. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods of time as long as fuel is supplied. As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental controls until commercial power is restored.

#### ***Emergency Procedures Training***

All Sprint Relay employees are trained on emergency procedures to minimize or prevent disruption to relay users. Sprint instructs its staff on the procedures to be followed in the event of an emergency or service impacting issue. Sprint provides annual training to ensure familiarity with systems and processes. Ad-hoc training is conducted for new procedures or team members.

Sprint's response organizations use exercises to evaluate plans, educate personnel, test functions, and operational capability. Information related to these exercises is propriety to Sprint. Additionally, as part of the nation's critical infrastructure, Sprint participates in coordinated situation drills with Federal Emergency Management Agency (FEMA), the Department of Homeland Security (DHS), and state emergency management agencies to ensure coordinated preparedness and response during a disaster.

- ◆ Tabletop Exercises: In a round-table setting, members of the response team meet to discuss responsibilities and describe how to react as a team in an emergency.
- ◆ Walk-Through Drills: Both the response team and management perform their emergency functions within the emergency response location.

- ◆ Functional Drills: Tests designed to target specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. Often, these functions are tested separately to help identify improvement areas and to eliminate confusion.
- ◆ Full-scale Exercises: Exercises simulated to be as close as possible to a real-life disaster. They may involve a combination of response teams, management, field operations, and outside agencies.
- ◆ After Action Reviews (AARs): Following an incident or an exercise, an AAR is conducted to ask participants to identify areas of success and improvement. These are documented as Lessons Learned and tracked to satisfactory completion.
- ◆ Maturity: Sprint uses an internally developed Maturity Model for benchmarking the Business Continuity Program success and progress. The model is based on the Capability Maturity Model as developed by Carnegie Mellon University.

### ***Business Continuity***

Industry accepted principles are the basis for Sprint's BC program. Sprint has adopted key principles from standards set by organizations such as the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, FEMA, Business Continuity Institute (BCI), American National Standards Institute (ANSI), NFPA 1600, International Organization for Standardization (ISO) 27001 and ISO 22301, and several Military Specifications (Mil-Spec) standards. Sprint's Business Continuity Program Overview is reviewed and approved on an annual basis.

Sprint Relay network has a Business Continuity (BC) plan to deal with all types of natural and man-made problems which may prevent calls from reaching the relay center or impact the operation of the TRS platform. The plan identifies how Sprint minimizes impact to relay users and restores relay services. Sprint brings more value when it comes to maintaining operations during natural and man-made events. Sprint's BC methodology and implementation standards are consistent with industry-wide best practices and trusted by experts in the field. The Sprint dedicated BC Teams (BCTs) participate in government-provided and private sector training, and maintain certifications from:

- ◆ DRII
- ◆ International Association of Emergency Managers (IAEM)
- ◆ DHS
- ◆ Business Continuity Institute (BCI)

Sprint understands the BC challenges faced by government organizations and has designed relay services accordingly. Sprint has experience in serving more than 160 federal entities and more than 150 military bases worldwide including the Department of Defense (DOD), Local Governments, Law Enforcement, and DHS.

Sprint's Business Continuity Management Team works as a customer advocate when large network outages occur. The team works closely with network recovery teams to establish customer prioritization once the backbone, Telecommunications Service Priority (TSP) and Critical Life Circuits are re-established.

All departments within Sprint, including the Sprint Relay program, follow these well-established programs to ensure top-notch support for our customers.

### ***Call Center Evacuation Events***

Sprint has plans in place to deal with call center events such as fires. Each call center has a designated Safety Marshal and clear chain of command. As a first step, the situation is identified

and the threat is assessed. If evacuation is necessary, the local authorities (e.g., 911) are immediately alerted along with the Call Center Service Assurance Center (CCSA) and the Traffic Management Control Center (TMCC). Call center management and Sprint Corporate Security are also alerted.

Traffic will be re-routed immediately to other call centers not impacted and work with those call centers to increase staffing, as needed. Once the issue is resolved, all communication assistants (CAs) return to the center and the incident is fully documented.

### ***Proactive Measures***

Over the past 26 years, Sprint Relay users have rarely experienced any type of inability to place calls. Sprint's backup capabilities are unmatched in the TRS industry with 6 call centers (including the location at Sprint headquarters in Overland Park, KS) capable of handling TRS calls and multiple switch locations supporting the TRS platform.

Sprint's switches and call centers are staffed with spare positions and platform components to deal with all types of technical issues. The TRS platform offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all of our TRS customers. These attributes will ensure functional equivalency for relay service callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- ◆ Switches, call controllers, and databases are housed in geographically-dispersed locations that conform to "critical" grade physical security requirements. Sprint's switches and peripherals are located at switch sites in telecom bunkers.
- ◆ Redundant connections between switch sites, 800 network, and call centers
- ◆ If the problem is within Sprint's TRS center, maintenance can usually be performed from Sprint's centralized center, the CCSA.
- ◆ Sprint retains hardware spares at each center to allow for the most common type of repair required without the ordering of additional equipment (except for complete loss of a building).
- ◆ Centralized routing and reporting systems enables Sprint to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ◆ All TRS positions are capable of handling calls for any customer.
- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Sprint has pre-established plans for all types of outages.
- ◆ Sprint automatic routes calls away from a center undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

Sprint has historically been the best at dealing with natural and man-made disasters that have caused outages. With each incident Sprint has managed to be prepared, respond and ensure ongoing service delivery. Sprint's processes as detailed here take into consideration every aspect of an outage and/or natural disaster that includes a higher call volume likelihood due to the natural disaster. Some examples of disasters that affected Sprint facilities in the past are:

- ◆ Wind burst that blew off a portion of the roof of our Syracuse, NY call center
- ◆ Farmer cuts Fiber Optic cable servicing Lubbock, TX when burying a cow
- ◆ Hurricanes that impacted call centers in Miami and Jacksonville

- ♦ Tornado warnings impacting upper Midwest call centers. One evening, 37 Tornadoes were within range of our call center. Our center had to be evacuated. Sprint continued to provide service without interruption.

These list just a few of the natural and man-made disasters we faced, and with each one we were able to maintain our service levels with the processes we have in place. Our employees are the best at ensuring we maintain these service levels.

### ***TRS Data Center Disaster Planning***

Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all of our switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues. Most switches also have tap boxes to readily connect the output of a portable generator in the event of primary generator issues.

### ***TRS Winter Preparedness Plan***

Sprint has processes in place if a known weather event is encountered. These known contingency plans are designed to mitigate our customers' degradation of service and are maintained by the TMCC. Each service has back-up locations to ensure redundancy.

### ***Known Event***

- ♦ Four days prior - TMCC and the Operations Manager will make a determination as to the severity and number of centers which might be affected.
- ♦ Three days prior - TMCC and the Operations Manager will verify previous day's potential impact and begin calling to non-affected centers to post overtime (OT). All centers will be advised to put a list together of employees who will work overnight and weekends. TMCC will notify one of the Managers of Customer Relations and CCSA of our "game plan"
- ♦ Two days prior - TMCC will meet with the Operations Manager to update impacts and plan. All non-impacted centers will be called to update OT requirements and overnight requests.
- ♦ One day prior - TMCC will meet with the Operations Manager to update impacts and plan.
- ♦ Day of Event - TMCC will invoke emergency call routing as required. TMCC will be the point of contact for all notifications. Affected centers will update TMCC every four hours. TMCC will update the Operations Manager who will update BC Manager through executive level. Management is also responsible for notifying the BCT.

### ***Unknown Event***

The Activation Criteria Plan will be used when either weather or other events cause potential significant (excess of 25 percent) increase in call volumes or one or more TRS call centers is off-line for more than two hours, using the following procedure:

- ♦ Automated alarming and/or TRS call center notifies TMCC
- ♦ TMCC contact CCSA
- ♦ CCSA sends notification to a pre-established distribution list
- ♦ CCSA establishes a conference call to work on resolving the issue with impacted groups

After fix agencies are unable to re-establish center operations – the Business Continuity Plan (BCP) is invoked and Management will notify the Business Continuity Management Team.

### ***Customer Notification Procedures***

Sprint will inform the contract manager of any major interruptions to the TRS service that exceeds

five minutes in duration. To provide the contract manager with the most complete and timely information on problems affecting relay service, Sprint's trouble reporting procedure for TRS includes multiple levels of response:

- ◆ Immediate notification of events that last 5 minutes
- ◆ Notification when the issue is resolved and/or status updates (every 24 hours)
- ◆ Comprehensive final report within 3 days

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals the problem has been corrected and full relay service has been restored. The contract manager (or designate) will receive this notification from your Sprint Accessibility Customer Relationship Manager (CRM). He/she and/or a member of the management team will provide the final report and follow up on steps Sprint will take to ensure we can minimize the likelihood of this event occurring again.

Final reports include a comprehensive look at the event, including the following:

- ◆ How the problem occurred
- ◆ When the problem occurred
- ◆ The number of impacted customers (if known)
- ◆ What was required to correct the problem
- ◆ Time and date the relay service resumed full operation
- ◆ Avoidance plan for future (if applicable)

#### ***Temporary Delay Message***

If approved by Puerto Rico Relay, Sprint can also provide a temporary delay message for TRS users that is turned on only when long hold times may occur as a result of weather or other event impacting service. For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay center, Sprint can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."

#### ***Telecommunications Service Priority (TSP)***

All of Sprint's circuits supporting TRS services have qualified for priority restoration under the TSP program. Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means Local Exchange Carriers (LECs) would be required to restore service as rapidly as possible consistent with the priority status assigned. Sprint's reliable network and TSP participation ensures Sprint's disaster recovery ability is unmatched by any Relay provider in the world.



# **APPENDIX G:**

**FCC's 2013 TRS Recertification  
Approval to the TRB  
(TRS-28-12)**



# PUBLIC NOTICE

Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

News Media Information 202-418-0500  
Internet: <http://www.fcc.gov>  
TTY: 1-888-835-8322

DA 13-1530

Released: July 8, 2013

## NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,<sup>1</sup> pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.<sup>2</sup> On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;<sup>3</sup>
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;<sup>4</sup> and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.<sup>5</sup>

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

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<sup>1</sup> For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

<sup>2</sup> 47 C.F.R. § 64.606(b).

<sup>3</sup> 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

<sup>4</sup> 47 U.S.C. § 225(f)(2)(B).

<sup>5</sup> 47 C.F.R. § 64.606(d).

**File No: TRS-54-12**  
Michigan Public Service Commission  
State of Michigan

**File No: TRS-39-12**  
Minnesota Department of Commerce  
State of Minnesota

**File No: TRS-55-12**  
Mississippi Public Service Commission  
State of Mississippi

**File No: TRS-15-12**  
Missouri Public Service Commission  
State of Missouri

**File No: TRS-56-12**  
Telecommunications Access Program  
State of Montana

**File No: TRS-40-12**  
Nebraska Public Service Commission  
State of Nebraska

**File No: TRS-25-12**  
Relay Nevada  
State of Nevada

**File No: TRS-42-12**  
New Hampshire Public Service Commission  
State of New Hampshire

**File No: TRS-45-12**  
New Jersey Board of Utilities  
State of New Jersey

**File No: TRS-14-12**  
Commission for the Deaf and Hard of Hearing  
State of New Mexico

**File No: TRS-16-12**  
New York State Department of Public Service  
State of New York

**File No: TRS-30-12**  
Department of Health and Human Service  
State of North Carolina

**File No: TRS-12-12**  
Information Technology Department  
State of North Dakota

**File No: TRS-37-12**  
Public Utilities Commission of Ohio  
State of Ohio

**File No: TRS-57-12**  
Oklahoma Telephone Association  
State of Oklahoma

**File No: TRS-36-12**  
Oregon Public Utilities Commission  
State of Oregon

**File No: TRS-58-12**  
Pennsylvania Bureau of Consumer Services  
Commonwealth of Pennsylvania

**File No: TRS-28-12**  
Telecommunications Regulatory Board  
Puerto Rico

**File No: TRS-59-12**  
Division of Public Utilities and Carriers  
State of Rhode Island

**File No: TRS-62-12**  
Micronesian Telecommunications Corporation  
Saipan

**File No: TRS-11-12**  
South Carolina Office of Regulatory Staff  
State of South Carolina

**File No: TRS-60-12**  
Department of Human Services  
State of South Dakota

**File No: TRS-20-12**  
Tennessee Regulatory Authority  
State of Tennessee

**File No: TRS-17-12**  
Texas Public Utility Commission  
State of Texas

File No: TRS-61-12  
Virgin Islands Public Service Commission  
U.S. Virgin Islands

File No: TRS-09-12  
Public Service Commission  
State of Utah

File No: TRS-44-12  
Vermont Department of Public Service  
State of Vermont

File No: TRS-04-12  
Department for the Deaf and Hard of Hearing  
Commonwealth of Virginia

File No: TRS-27-12  
Office of the Deaf and Hard of Hearing  
State of Washington

File No: TRS-06-12  
Public Service Commission of West Virginia  
State of West Virginia

File No: TRS-01-12  
Wisconsin Department of Administration  
State of Wisconsin

File No: TRS-18-12  
Division of Vocational Rehabilitation  
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: [www.bcpinweb.com](http://www.bcpinweb.com) or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. 03-123 in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).

- FCC -